

In the claims:

All of the claims standing for examination are presented below with appropriate status indication.

1. (Currently amended) An agent capability application ~~included in~~ comprising a computer readable medium and executing on a computer platform, for monitoring target agent resources and rendering capability information to routing applications, comprising:

a first portion for monitoring and collecting data regarding capability of the target agent resources, said target resources including at least one or more communication devices at individual agent stations including at least application, program and protocol capability; and

a second portion for integrating the data and rendering the capability information to the routing applications;

wherein multiple copies or versions of the first portion execute on platforms monitoring individual ones of the one or more communication devices by periodically polling the target agent resources and providing data to at least one agent proxy server executing a copy of the second portion, the at least one agent proxy server dedicated to integrating the data for the one or more communication devices and providing the data to the ~~capability and~~ routing applications which use at least a portion of the integrated capability data for routing calls to the best destinations.

2-3. (Canceled)

4. (Currently amended) The agent capability application of claim 1 wherein one or more of the platforms upon which the first portions execute are computers in the agent stations.

5. (Currently amended) The agent capability application of claim 1 wherein ~~one or more of the platforms~~ platform upon which the first portions execute comprise individual ones of the one or more communication devices.

6. (Currently amended) The agent capability application of claim 1 wherein ~~one or more~~ of the ~~platforms platform~~ upon which the first portions execute ~~comprise comprises an~~ individual service proxy ~~platforms platform~~ also enabling services for one of the communication devices.

7. (Original) The agent capability application of claim 6 wherein the service proxy platform is a Voice-over-Internet Protocol (VoIP) proxy enabling a VoIP telephone.

8. (Original) The agent capability application of claim 6 wherein the service proxy platform is a call-control gateway platform.

9. (Previously presented) The agent capability application of claim 1 wherein the first portions provide data to more than one agent proxy server to provide redundancy.

10. (Currently amended) The agent capability application of claim 1 wherein the ~~platforms platform~~, agent stations and ~~subscribing routing~~ applications are all a part of a single communication center.

11. (Currently amended) The agent capability application of claim 1 wherein the ~~platforms platform~~, agent stations and ~~subscribing routing~~ applications are distributed over a plurality of communication centers.

12. (Previously presented) The agent capability application of claim 1 wherein more than one first portion is dedicated each to distinct ones of the communication devices associated with a single agent station, and the data from the more than one first portion is aggregated for the single agent station at the agent proxy server associated with the single agent station.

13. (Previously presented) The agent capability application of claim 1 comprising multiple sets of agent stations having communication devices monitored by the copies or

versions of the first portion and multiple agent proxy servers executing copies of the second portion, wherein agent proxy servers are associated in a hierarchical fashion, such that higher-level agent proxy servers aggregate data from multiple lower-level agent proxy servers with which each higher-level server is associated, the aggregated data at the higher level servers comprising data from all of the agent stations associated with each of the lower-level servers.

14. (Currently amended) The agent capability application of claim 13 wherein the ~~platforms~~ platform, agent stations and ~~subscribing~~ routing applications are all a part of a single communication center.

15. (Currently amended) The agent capability application of claim 13 wherein the ~~platforms~~ platform, agent stations and ~~subscribing~~ routing applications are distributed over a plurality of communication centers.

16. (Previously presented) An agent proxy system operable in at least one communication center, the system comprising:

- agent resources including at least one or more communication devices at individual agent stations enabling agents to process communication events;

- one or more agent proxy servers;

- one or more routing applications subscribing to one or more of the agent proxy servers;

- a communication network connecting the agent resources, the applications and the one or more agent proxy servers; and

- a computer readable medium including multiple copies of a capability application executing on a computer platform for monitoring capabilities of the communication devices by periodic polling of the communication devices determining at least application, program and protocol capabilities of the communication devices, and for rendering the capability information to the subscribing routing applications, the capability application having a first portion for collecting information regarding the capabilities of

the target agent resources, and a second portion at the agent proxy servers for integrating the information and rendering the capability information to the subscribing routing applications.

17-18. (Canceled)

19. (Currently amended) The agent proxy system of claim 16 wherein ~~one or more of the platforms~~ platform upon which the first portions execute are computers in the agent stations.

20. (Currently amended) The agent proxy system of claim 16 wherein ~~one or more of the platforms~~ platform upon which the first portions execute ~~comprise~~ comprises individual ones of the one or more communication devices.

21. (Currently amended) The agent proxy system of claim 16 wherein ~~one or more of the platforms~~ platform upon which the first portions execute ~~comprise~~ comprises an individual service proxy ~~platforms~~ platform also enabling services for one of the communication devices.

22. (Original) The agent proxy system of claim 21 wherein the service proxy platform is a Voice-over-Internet-Protocol (VoIP) proxy enabling a VoIP telephone.

23. (Original) The agent proxy system of claim 21 wherein the service proxy platform is a call-control gateway platform.

24. (Previously presented) The agent proxy system of claim 16 wherein the first portions provide data to more than one agent proxy server to provide redundancy.

25. (Currently amended) The agent proxy system of claim 16 wherein the ~~platforms~~ platform, agent stations and ~~subscribing~~ routing applications are all a part of a single

communication center.

26. (Currently amended) The agent proxy system of claim 16 wherein the ~~platforms~~ platform, agent stations and ~~subscribing~~ routing applications are distributed over a plurality of communication centers.

27. (Previously presented) The agent proxy system of claim 16 wherein more than one first portion is dedicated each to distinct ones of the communication devices associated with a single agent station, and the data from the more than one first portion is aggregated for the single agent station at the agent proxy server associated with the single agent station.

28. (Currently amended) The agent proxy system of claim 16 comprising multiple sets of agent stations having communication devices monitored by the copies ~~or versions~~ of the first portion and multiple agent proxy servers executing copies of the second portion, wherein agent proxy servers are associated in a hierarchical fashion, such that higher-level agent proxy servers aggregate data from multiple lower-level agent proxy servers with which each higher-level server is associated, the aggregated data at the higher level servers comprising data from all of the agent stations associated with each of the lower-level servers.

29. (Currently amended) The agent proxy system of claim 28 wherein the ~~platforms~~ platform, agent stations and ~~subscribing~~ routing applications are all a part of a single communication center.

30. (Currently amended) The agent proxy system of claim 28 wherein the ~~platforms~~ platform, agent stations and ~~subscribing~~ routing applications are distributed over a plurality of communication centers.

31. (Previously presented) In a communication center system, a method for providing

agent resource capabilities to subscribing routing applications, the method performed by software read from a computer readable medium executing on a computer platform comprising the steps of:

(a) providing multiple copies of an agent resource capability application monitoring capabilities of individual agent resources including one or more communication devices at individual agent stations, by a first portion of the application executing on a computer platform periodically polling the individual agent resources, the capabilities including at least application, program and protocol capabilities; and

(b) integrating data from step (a) and rendering the agent resource capabilities to the subscribing routing applications by a second portion of the agent resource capability application.

(c) routing calls to the best destination by the routing applications using at least a portion of the integrated agent resource capabilities.

32-33. (Canceled)

34. (Currently amended) The method of claim 31 wherein ~~one or more of the platforms~~ platform upon which the first portions execute are computers in the agent stations.

35. (Currently amended) The method of claim 31 wherein ~~one or more of the platforms~~ platform upon which the first portions execute ~~comprise~~ comprises individual ones of the one or more communication devices.

36. (Currently amended) The method of claim 31 wherein ~~one or more of the platforms~~ platform upon which the first portions execute ~~comprise~~ comprises individual service proxy platforms also enabling services for one of the communication devices.

37. (Original) The method of claim 36 wherein the service proxy platform is a Voiceover-Internet-Protocol (VoIP) proxy enabling a VoIP telephone.

38. (Original) The method of claim 36 wherein the service proxy platform is a call-control gateway platform.

39. (Currently amended) The method of claim [[33]] 31 wherein the first portions provide data to more than one agent proxy server to provide redundancy.

40. (Currently amended) The method of claim 31 wherein the ~~platforms~~ platform, agent stations and ~~subscribing~~ routing applications are all a part of a single communication center.

41. (Currently amended) The method of claim 31 wherein the ~~platforms~~ platform, agent stations and ~~subscribing~~ routing applications are distributed over a plurality of communication centers.

42. (Currently amended) The method of claim [[33]] 31 wherein more than one first portion is dedicated each to distinct ones of the communication devices associated with a single agent station, and the data from the more than one first portion is aggregated for the single agent station ~~at the agent proxy server associated with the single agent station.~~

43. (Currently amended) The method of claim [[33]] 31 comprising multiple sets of agent stations having communication devices monitored by the copies or versions of the first portion and multiple agent proxy servers executing copies of the second portion, wherein agent proxy servers are associated in a hierarchical fashion, such that higher-level agent proxy servers aggregate data from multiple lower-level agent proxy servers with which each higher-level server is associated, the aggregated data at the higher level servers comprising data from all of the agent stations associated with each of the lower-level servers.

44. (Currently amended) The method of claim 43 wherein the ~~platforms~~ platform, agent stations and ~~subscribing~~ routing applications are all a part of a single communication

center.

45. (Currently amended) The method of claim 43 wherein the ~~platforms~~ platform, agent stations and ~~subscribing~~ routing applications are distributed over a plurality of communication centers.